

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**EDUCATION/EXHIBITS ASSISTANT
PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs work in coordinating the Nature Center volunteer program, teaching onsite classes, and presenting onsite programs to the visiting public. Employee reports to the Exhibits Curator.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for coordinating volunteers at the Nature Center which duties include recruiting, training, scheduling, evaluating, and managing adult volunteer in the education, exhibits, administration, and animal sections of the Nature Center division. Work also includes teaching onsite classes and presenting onsite programs to the visiting public. Independent judgment and initiative must be exercised in coordination of volunteers. Tact and courtesy are required in frequent contacts with volunteers and the general public. Work is performed under the general supervision of the Exhibits Curator and is evaluated in terms of the effectiveness and efficiency of the activities performed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Coordinates Nature Center volunteers including recruiting, training, scheduling, evaluating and managing adult volunteers.

Teaches onsite classes to the visiting public on a variety of natural history and environmental interaction topics.

Presents onsite programs to the visiting public on a variety of natural history and environmental interaction topics.

Schedules classes, keeps accurate attendance records, and compiles mailing lists of participants.

Coordinates programs and lectures by resource personnel and provides introductions.

Works with the Public Information Coordinator to develop news releases for the local media to publicize activities and events.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

EDUCATION/EXHIBITS ASSISTANT

KNOWLEDGE, SKILLS AND ABILITIES

General knowledge of the principles of biology, ecology, and regional natural history.

General knowledge of naturalist principles, materials, methods and practices.

General knowledge of the principles, practices and methods of publicizing activities and providing instructions to the public.

General knowledge of teaching theory and techniques.

Some knowledge of public relations practices and procedures.

Skill in utilizing a variety of educational techniques.

Ability to deal tactfully and courteously with the general public.

Ability to communicate effectively with people of varying ages and backgrounds.

Ability to establish and maintain effective working relationships with other staff members, educational personnel, volunteers, and others in the community.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree from an accredited four-year college or university with major coursework in biology, the natural or environmental sciences, education, or a related field, with familiarity with the plants and animals native to the Southern Appalachian Mountains preferred, and some experience in a nature center, natural history museum or a related setting; and/or any combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

EDUCATION/EXHIBITS ASSISTANT

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

July, 2005

Pay Grade 11

Non -Exempt